

Terms & Conditions

Fatclay Pottery Hambledon

Last updated: 19 April 2026

These Terms and Conditions ("Terms") govern all bookings, purchases, memberships, and use of the studio at Fatclay Pottery Hambledon ("we", "us", "our"), located at Rushmere Farm, Pitt Hill Lane, Hambledon, PO7 4SG. By making a booking or purchase through www.fatclayhambledon.com, or by submitting a membership application, you agree to be bound by these Terms.

Please read these Terms carefully before proceeding. If you do not agree, you should not make a booking or submit an application.

1. About Us

Fatclay Pottery Hambledon is part of Fatclay Pottery, operating from two studio locations: Rushmere Farm, Pitt Hill Lane, Hambledon, PO7 4SG and 67 Castle Road, Southsea, Portsmouth, PO5 3AY. These Terms apply specifically to the Hambledon studio and its website, www.fatclayhambledon.com.

2. Bookings & Payments

2.1 General Bookings (Workshops, Courses, and Individual Sessions)

- All bookings are subject to availability and are confirmed only upon receipt of full payment.
- Prices are as listed on the website at the time of booking and are inclusive of VAT where applicable.
- Payment is processed securely via Wix Payments. We do not store card details on our systems.
- Once a booking is placed, it is non-refundable and non-transferable unless otherwise stated in these Terms or agreed in writing by the management.
- Any exceptions to this policy are made solely at the discretion of the business owner.

2.2 Group Bookings (5 or More People)

- A non-refundable, non-transferable deposit of 50% of the total booking value is required at the time of booking.
- The remaining balance must be paid in full at least 7 days before the scheduled session date.
- Group bookings made 7 days or fewer before the scheduled date are required to be paid in full at the time of booking.

2.3 Gift Cards

- Gift cards are non-refundable and cannot be exchanged for cash.

- Gift cards must be used before the expiry date stated at the time of purchase. Expired gift cards cannot be redeemed or extended.
- Gift cards are transferable but cannot be replaced if lost or stolen.
- In the event that a specific session is cancelled by Fatclay Pottery Hambledon, the gift card value will remain valid for use on an alternative session.

3. Cancellation & Rescheduling Policy

3.1 Cancellations by the Customer

- All bookings for workshops, courses, and sessions are non-refundable once placed.
- Transfers to an alternative date or session may be considered at the sole discretion of the management, provided a written request is received at least 7 days before the session date.
- Requests made fewer than 7 days before the session date will not be considered for transfer or refund under any circumstances, except where required by law.
- No-shows will be treated as cancellations and will not be eligible for a refund or transfer.

3.2 Cancellations by Fatclay Pottery Hambledon

- We reserve the right to cancel or reschedule sessions in exceptional circumstances, including but not limited to instructor illness, severe weather, or circumstances beyond our control.
- In the event of cancellation by us, you will be offered a transfer to an alternative date or a full refund of the amount paid for that session.
- We are not liable for any additional costs incurred by customers as a result of a cancellation by us (for example, travel costs).

4. Attendance Requirements

4.1 Minimum Age

Each workshop and session has its own minimum age requirement. It is the responsibility of the person making the booking to check the minimum age specified for the selected session at the time of booking. We reserve the right to refuse entry to participants who do not meet the age requirement, without a refund.

4.2 Nail Length

For safety reasons and to ensure a successful throwing experience, participants in wheel throwing sessions are required to have short nails. Participants who are unable to comply may not be able to take part in certain activities, and no refund will be given in these circumstances.

4.3 Latecomers

We recommend arriving on time for all sessions. Late arrivals may not be able to participate fully in the session. No refund or partial refund will be given for time missed due to late arrival.

5. Memberships

5.1 Application and Acceptance

Membership at Fatclay Pottery Hambledon is available to individuals who have prior experience in ceramics. We recommend that applicants have completed at least one pottery course before applying. A person becomes a member only when their application has been submitted via www.fatclayhambledon.com and has been accepted by the management. By accepting membership, the member agrees to these Terms in full.

5.2 Membership Subscriptions and Access

- Members are entitled to access the Open Access studio space for the weekly hours stated in their chosen Membership Subscription.
- Weekly studio hours may not be carried over to the following week unless agreed in writing with the management.
- Additional studio hours beyond those included in a Membership Subscription must be agreed in advance with management and will be charged accordingly.
- Members receive a 10% discount on all classes and courses offered at Fatclay Pottery Hambledon.
- Members may also access exclusive Members Only Sessions and community events such as Empty Bowls sessions.

5.3 Guests

Members may not bring guests to the studio unless prior agreement has been obtained from management. The management will determine any additional charges applicable, and the member is responsible for ensuring their guest complies with these Terms at all times.

5.4 Payment and Renewal

- Membership subscriptions are ongoing and will continue to roll over automatically until cancelled by the member.
- Membership fees may be increased at the discretion of the business. Members will be given a minimum of 28 days written notice of any price increase.
- Memberships are non-transferable and cannot be shared with another person unless agreed in writing by management.

5.5 Cancellation of Membership

- A member may cancel their membership within 14 days of acceptance by the company, provided they have not used the studio space during that period. Written notice of cancellation must be provided.
- After the 14-day period, membership may be cancelled by the member at any time via their membership page. No refunds will be given for fees already paid.
- The company reserves the right to suspend or terminate a membership where a member breaches these Terms, or where it is in the best interests of other studio users. No refund will be given in these circumstances.

6. Studio Rules & Conduct

6.1 Health & Safety

All participants and members use the studio at their own risk and must be aware of the hazards present in a working pottery studio. These include but are not limited to: sharp tools, exposure to clay and glaze dust (including silica), equipment operated at high temperatures, and wet or uneven flooring.

All participants and members must comply with the health and safety procedures set by the management at all times. Failure to do so may result in removal from the session or termination of membership without a refund.

6.2 Cleaning

- All participants are required to clean their workstation, tools, wheel, stool, and surrounding floor area at the end of each session.
- Clay and glaze dusts are toxic and must not be left anywhere in the studio. All cloths, aprons, and equipment used must be rinsed thoroughly before leaving.
- Repeated failure to comply with cleaning requirements may result in an additional charge of £15 per occurrence to cover cleaning costs.

6.3 Firing

- Only work created within the Fatclay Hambledon studio will be fired. Requests to fire work created elsewhere must be agreed with management and will be quoted separately.
- All members are required to supply or make their own kiln coasters. Work that adheres to kiln shelves due to the absence of a coaster will incur a charge of £15.

6.4 Studio Opening Times

Fatclay Pottery Hambledon reserves the right to alter studio opening times as required. In the event of any unexpected closure, the management will endeavour to provide as much advance notice as possible.

7. Liability

Personal belongings are brought onto the studio premises entirely at the participant's or member's own risk. We do not accept liability for any loss or damage to personal property on the premises.

We do not accept liability for any injury, loss, or damage suffered by any participant or member on or in connection with the studio premises, except where such liability cannot be excluded by law (for example, liability for death or personal injury caused by our negligence).

Nothing in these Terms seeks to exclude or limit liability in a way that is not permitted under applicable UK consumer law, including the Consumer Rights Act 2015.

8. Photographs & Marketing

From time to time, photographs or videos may be taken during sessions at the studio for use on our website and social media channels. If you do not wish to be photographed, please inform a member of staff before your session begins. We will never use images of children without explicit written consent from a parent or guardian.

9. Safeguarding

Fatclay Pottery Hambledon is committed to providing a safe environment for all participants, including children and vulnerable adults. Any safeguarding concerns should be reported to the studio management immediately. Our safeguarding policy is available on request.

10. Intellectual Property

All content on www.fatclayhambledon.com, including text, images, graphics, and branding, is the property of Fatclay Pottery and may not be reproduced or used without prior written permission.

11. Changes to These Terms

We reserve the right to update these Terms at any time. The most current version will always be available at www.fatclayhambledon.com. Continued use of our services following any update constitutes acceptance of the revised Terms. For active members, we will provide notice of any material changes in accordance with Section 5.4.

12. Governing Law

These Terms are governed by and construed in accordance with the laws of England and Wales. Any disputes arising from these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

13. Contact Us

If you have any questions about these Terms and Conditions, please contact us via the contact form at www.fatclayhambledon.com/contact-us.